What is the function of a resume?
- A concise summary of your education, work/volunteer/internship experiences and other qualifications relevant to your audience's needs.
- A first impression – employers will use it to compare you to other candidates and form initial impressions about how you fit the position and organization.
- A marketing tool to get you noticed – a great resume does not get you a job – it allows you to be considered.

What makes a resume particularly effective?
- It demonstrates the skills and capabilities that the reader would value. Demonstrating your abilities is important – showcasing what is relevant to an employer's needs is even better.
- It directs the reader to important information quickly and clearly. If someone is reading your resume, they are probably reading several. Use the formatting of your resume to allow the reader to access the most important information quickly and easily.
- It demonstrates a sense of direction in your career.
- It is both art and science. While there are many ways to structure a resume, this guide contains the practices recommended by the CDC.

> **What is in this guide?**
>
> *Best practices for designing and authoring your resume*
>
> *Guidelines and tips for translating your experiences into skills employers want*
>
> *A list of action-oriented verbs to describe your experiences*
>
> *Tools for proofreading and customizing your resume for each opportunity*

Layout and Formatting

- There are a few basic resume types. **The CDC recommends a "chronological" resume for most purposes**. Career Changers with years of experience may find a "Skills" or "Hybrid" resume useful – but these tend to work best for seasoned professionals, and may be a turnoff to some Human Resources personnel.
- **Aim to fit your resume on 1 page**. If you have too much content for one page, you may use a second page **if** the experiences you are presenting are **relevant** to the job or internship you are applying for.
- **Avoid using templates as a basis for your resume**. They can be difficult to alter and be garbled by an employer's viewing software or printer, and often don't use space efficiently.
- **Use CAPS, bolding, underlining, bullets, and indentation** to direct the reader's attention and separate different sections of the resume.
- **Do not use graphics or unusual fonts and colors** to "dress up" your resume. **Light** accent lines that separate sections or your contact information can be okay.
- **Use margins between 0.5" – 1.0"**. Leave enough blank space on the page that the document is comfortable to read, and enough margin to allow for different viewing software and printers.

- You may want to **save your file as a pdf before submitting electronically** to preserve formatting (if pdfs are accepted). You may also want to prepare a "plain text" version (in which all formatting is done with the Enter and Space keys) to paste into online application portals.

What about standing out?

You may have been told that it is important to use your resume to differentiate yourself from other applicants. Remember – the person reading your resume is probably reading many of them – they want to read and interpret the resumes as quickly as they can.

Therefore, the most effective way to "stand out" is to design and author your resume thoughtfully. Your resume will stand out because it provides important information about you quickly and easily, not because it has distracting decorations.

More visually creative resumes may be appropriate for ***certain*** *industries, such as advertising and design – however – you should only attempt this if you* ***know*** *that the employer is interested in receiving unconventionally formatted resumes.*

Contact Information

- Include your name and e-mail address, as well the phone number and street address you would prefer to be contacted at.
- Format your info so that it is either stacked in a left- or center-justified column, or symmetrical and easy to follow.
- You may use font size/bolding to make your name stand-out, but don't use more than 16pt typeface.
- Don't use the "header" function for your contact information in MS Word – it may not be read correctly by scanning software.
- Consider adding hyperlinks to your LinkedIn profile, ePortfolio, or any other website you maintain for professional review.

Tips

Ideally, your contact information will be easy to understand and represent you in a professional manner. Unless it is relevant to your job search (because of geographic location), you don't need to list and specify your "permanent" address.

Avoid listing an email address that is nonsensical or "fun" *– setting up a gmail account specifically for your job search (ie- first initial + last name) is a good idea (remember to check it!).*

Introductory Statement

- "Objective" statements are often considered awkward, obsolete, or unnecessary if your resume is accompanied by a cover letter.
- If you have relevant experience to offer, you may substitute a "Profile" or "Summary" that briefly frames your experiences in terms of your career goals and the position you are applying for.
- If you use a summary statement, make sure that your experiences "live up" to that statement (you would only use the example to the right* if you have demonstrable leadership and organizational experience).
- Generally, the Career Development Center suggests that you not begin your resume with a list of skills, unless they are numerous and specifically relevant to the opportunity you are seeking (see the section on Skills later in this document).

Tips

*A successful introductory statement gives the reader a lens or filter through which they will interpret the rest of the resume. Often, a cover letter fills this same purpose more substantially. Most importantly, a "Profile" will draw a direct line from you and your skills to the organization or position you are pursuing. For example, *"Recent communications graduate with leadership and organizational background seeks project management position."*

Education

- Typically, a college education is one of the primary attributes a student or recent graduate brings to a job. After a couple of years of work, the Education section may be relocated towards the end of your resume.
- List degrees in **reverse chronological order** (most recent first).
- List the **official names** of the schools you have attended (e.g. – Loyola University Chicago), the city and state the school is located in, the name of your degree (e.g. – Bachelor of the Arts, English), and the year of your graduation or "Expected Graduation."
- You may list your **GPA** if it is strong (a good rule of thumb is >3.0/4.0).
- **Course work** descriptions – see notes to the right.
- You may include honors and awards here, including fellowships or scholarships. Include name of the award, date received and any affiliated organizations. Explain the significance of the award if applicable – avoid acronyms or abbreviations.
- **Study Abroad** – List school(s), location, and dates. List language fluency achieved (beginner, intermediate, fluent). If not listed elsewhere (e.g. – "Skills"). See note to the right regarding course work.

Work Experience

- List experiences in **reverse-chronological** order (most recent first). Show the name of the organization, your title, and dates of involvement (mm/yyyy) for each experience.
- Be consistent in your formatting of each experience – see the sample included in this guide.
- Use bulleted phrases to describe each experience. **Short, active, statements (that usually begin with verbs) are preferred to full sentences**.
- Describe your experiences in terms of actions, responsibilities, and, where possible, outcomes.
- Your phrases should **demonstrate skills and capabilities**, not describe physical activities (e.g. "directed client calls to appropriate personnel" – versus "answered phones"). **Ask yourself not only "what did I do?" but also, "why was it helpful or important?"**
- Use a professional, active voice when writing your bullet points.

High school

Once your sophomore year has ended, you should stop including information about high school on your resume. Work or volunteer and internship experiences can still be important to show, but academics and activities directly related to high school should be dropped.

Double-major

List as two separate lines:
B.A., English 2015
B.S., Chemistry 2015

GPA

If your major GPA is higher, you can list it instead (you must specify "GPA in Major"), but be prepared to be asked about your cumulative GPA in an interview.

"Relevant" Coursework

*Only list course titles if they are actually **relevant** to the opportunity **and** are not obvious in terms of your major. For example, if you have a degree in psychology, you do not need to use space to explain that you took "Introduction to Psychology."*

Using an "active" voice

*Avoid phrases that begin with the words "assisted" or "helped." While they are verbs, these terms are vague, and don't help the reader understand capabilities. Focus on what **your contribution** was, and build your phrases around that. See the **Verb List** in this guide for some suggestions.*

For Example…

To see examples of effective formatting and content development, check out the Career Development Center's sample resumes available at www.luc.edu/career/resume_samples.shtml

- Consider how your experiences **demonstrate core work skills**, such as:
  o Communication and interpersonal skills
  o Organization, time management, and leadership
  o Analytical and problem-solving skills
- Use industry-specific language where **appropriate** – your resume may be scanned for keywords.
- Consider the ordering of your bullet points for each experience – display the most **relevant** points first.

Internship, Co-curricular and Volunteer Experience

- List co-curricular experiences that involve leadership or organizational responsibilities. If your involvement does not include these types of responsibilities, list "memberships" briefly in the education section.
- Format these experiences in the same way you would work experiences, in terms of the organization information, your position, and bulleted phrases demonstrating the capabilities and skills you used.
- Remember, in addition to field-specific experience, be sure to **demonstrate core work skills**:
  o Communication and interpersonal skills
  o Organization, time management, and leadership
  o Analytical and problem-solving skills

Quality VS Quantity

*You may have been told that you should join a bunch of activities so that you can list them on your resume. While extra-curricular activities are great to list, **quality is more important than quantity**. It is better to be able to talk about your roles and responsibilities in one or two organizations, than to be a "member" of many.*

Skills

- A skills section is **optional**, and could also be labeled "Technical Skills, Language Skills, Skills and Certifications, etc." depending on what is most appropriate for you.
- "**Skills**" are specific capabilities, **not personal qualities** (e.g. – "outgoing, organized, efficient, etc."), which should be **demonstrated** through your experiences.
- If listing multi-lingual skills, rate yourself in terms of proficiency in writing, reading and speaking.
- List any certifications or licenses with the dates they were granted.
- Technology or software skills can be helpful to list if they are specific and not shared by the population at large. For example, use of a specialized database is worth noting, "Internet search" is not.

Word

*You don't have to list technology skills – **save the space for more relevant information if your technical skills are "Microsoft Word and PowerPoint."** It is generally assumed that most people in the job market can use Word and PowerPoint – Excel or Access are worth listing (and possibly rating your ability), because not as many people are familiar with them. Specialized applications like SPSS, Prezi, and design software are helpful to list, as are programming languages.*

Action Verb Suggestions

Possible verbs to begin your experience bullet points.

CLERICAL/ADMINISTRATIVE:

Approved	Compiled	Indexed	Prepared	Scheduled	Tabulated
Arranged	Dispatched	Inspected	Processed	Screened	Unified
Cataloged	Executed	Monitored	Purchased	Specified	Validated
Classified	Generated	Operated	Recorded	Systematized	
Collected	Implemented	Organized	Retrieved		

COMMUNICATION:

Addressed	Convinced	Edited	Justified	Persuaded	Recruited
Arbitrated	Corresponded	Enlisted	Lectured	Promoted	Spoke
Arranged	Developed	Formulated	Mediated	Publicized	Translated
Authored	Directed	Influenced	Moderated	Reconciled	Wrote
Collaborated	Drafted	Interpreted	Negotiated		

CREATIVE:

Acted	Customized	Established	Initiated	Invented	Planned
Built	Designed	Fashioned	Instituted	Originated	Revitalized
Conceptualized	Developed	Founded	Integrated	Performed	Shaped
Constructed	Directed	Illustrated	Introduced	Pioneered	

FINANCIAL/ANALYTICAL:

Administered	Appraised	Budgeted	Developed	Marketed	Projected
Allocated	Audited	Calculated	Forecasted	Planned	Researched
Analyzed	Balanced	Computed	Managed	Supported	

HELPING/SOCIAL SERVICE:

Advocated	Coached	Diagnosed	Expedited	Guided	Referred
Assessed	Counseled	Educated	Facilitated	Modeled	Rehabilitated
Clarified	Demonstrated	Empowered	Familiarized	Motivated	Represented

LEADERSHIP/MANAGEMENT:

Achieved	Consolidated	Developed	Increased	Planned	Reviewed
Administered	Contracted	Directed	Led	Prioritized	Scheduled
Anticipated	Coordinated	Evaluated	Organized	Produced	Strengthened
Assigned	Delegated	Executed	Oversaw	Recommended	Supervised

RESEARCH:

Analyzed	Diagnosed	Extracted	Interpreted	Observed	Summarized
Clarified	Evaluated	Handled	Interviewed	Organized	Surveyed
Collected	Examined	Identified	Investigated	Researched	Systematized
Critiqued	Experimented	Inspected	Measured	Reviewed	

TEACHING/TRAINING:

Adapted	Communicated	Enabled	Facilitated	Instructed	Sparked
Advised	Coordinated	Encouraged	Guided	Motivated	Stimulated
Clarified	Demystified	Evaluated	Informed	Persuaded	Strengthened
Coached	Developed	Explained	Inspired	Set Goals	Trained

Basic Resume Outline:

LU Wolf
1032 W Sheridan Rd, Chicago IL, 60660
cdc@luc.edu
773.508.7716

EDUCATION
Loyola University Chicago, Graduation Expected May 2015
 Full title of the degree you are working towards
 List any minors or concentrations as well
 List GPA if applicable (see page 4 of this guide)
 List coursework abroad, relevant coursework, and academic awards or honors (see page 4 of this guide)

EXPERIENCE/RELEVANT EXPERIENCE/[INDUSTRY SPECIFIC] EXPERIENCE (e.g. – "TEACHING EXPERIENCE"
Organization you worked with, City + State, Date Range
Your Position Title
- List your experiences in **reverse chronological order within each subheading** (e.g. – "Experience")
- You can make subheading titles more or less specific to break-up chronological order
- For example, "Relevant Experience" allows you to combine volunteer or internship experiences with your paid work experiences – indicate "(Internship)" or "(Volunteer)" in your position title
- Write phrases for current experiences in present-perfect or past tense (just be consistent) – past experiences should be written in the past tense (e.g. – "schedule" VS "scheduled")
- Frame experiences in an active voice; **be specific about your role and contributions**
- Demonstrate skills and abilities; **use metrics where applicable** to show complexity and scope of your experiences

COMMUNITY ENGAGEMENT/VOLUNTEER/LEADERSHIP EXPERIENCE
Organization you worked with, City + State, Date Range
Your Position Title
- If you have significant, relevant experience in this section, you can list it above the "work" section
- Detail roles and responsibilities as you would in the "experience" section
- Be sure to list leadership roles and organizational responsibilities

SKILLS
- List demonstrable skills, not personality characteristics
- If listing language capabilities, rate your ability in reading/writing/speaking each language
- List proficiencies with specialized software such as Excel, Access, Prezi, SPSS, program languages, etc.

References

Prepare a reference list to bring with you to interviews or to submit via email if requested. These people (usually 2-4) should also be familiar with your applicable skills and personal attributes. They may include:

- Supervisors from internships, full-time, part-time, or volunteer work
- Professors
- Academic advisors
- Student group advisors

Your reference page should use the same header that appears on the top of your resume and include each reference's name, title, place of employment and contact information. For example:

> ***Do not list the names of your references on your resume.*** *Nor do you need to state that references are "available upon request" – an employer will assume that you will provide references if they are requested.*
>
> *Avoid using personal references (family members, neighbors, etc.). Make sure to* ***contact your references first to ask their permission*** *to be listed, then give them a copy of your resume and information about the positions for which you are applying, so that they will be prepared if someone contacts them.* ***Select individuals who you believe will give you a positive recommendation.***

LU Wolf
1032 W Sheridan Rd, Chicago IL, 60660
cdc@luc.edu
773.508.7716

References:
Ms. Nancy Norton, Account Executive
Martin Electronics
Gateway Center
Evanston, IL 60614
(847) 785-0700
Julie@ketchum.com

Dr. Martin Maxwell, Professor, Academic Adviser
Department of English
Loyola University Chicago
6525 N. Sheridan Road
Chicago, IL 60626
(773) 508-9999
mmaxw1@luc.edu

Final Check

- There are no spelling, grammar, or punctuation errors
- My resume is clear and concise, and makes a positive impression quickly
- My resume lists skills and accomplishments that are relevant to employer needs
- Descriptions of my experiences start with action verbs, and are not vague or confusing
- My resume uses font size, formatting, and blank space to allow easy reading

> **Proofread repeatedly.** *Reading out loud and having others read your resume are great strategies to find flaws in spelling, grammar, and punctuation.*

Posting Your Resume in RamblerLink

If a resume includes ANY of the following errors, your resume will not be approved for posting in RamblerLink:

- More than one page (except for graduate students or alumni)
- First -person singular and plural pronouns ("I" or "We")
- Inconsistent style/format
- Experience or Education sections are NOT in reverse-chronological order
- **Loyola University Chicago must be included in your education section** (even if you are just beginning your program) – use an "expected graduation" (mo/yr) date
- Spelling errors/typos
- Poor grammar/writing

> **Next Steps:**
>
> *Review your resume against the above list of common errors*
>
> *Revise your resume and re-upload to RamblerLink*
>
> *Contact the CDC for assistance or a resume critique – we are here to help!*

If a resume includes SEVERAL of the following items, your resume will not be approved for posting in RamblerLink:

- References
- Only a position's duties, and not results and skills
- Font too small (best if 11 or above)
- Incorrect tenses (past tense necessary for former jobs/experience; present tense for current jobs/experience)
- Use of obvious, web-based resume template